

White paper

Connecting the Future: 30 years of the Cisco and Orange Business partnership, the architects of your digital success.

Discover through the testimonials of our clients their successful experiences, the added value we bring to their infrastructures, and the positive impact of our collaboration. This white paper then discusses how Cisco and Orange protect your investments in digital infrastructures through continuous innovation to build a high-performing and secure digital future together.



Towards a new era of cloud, connectivity, and cybersecurity.

For 30 years, Cisco and Orange Business have joined forces to support companies in their transformations. This partnership is based on a simple belief: connectivity, cybersecurity, and cloud are the essential foundations of a modern business.

These are not just technical solutions; they are also concrete levers for innovation, growth, and meeting the needs of businesses to effectively address their markets.

And the figures speak for themselves:

68% CIOs consider cybersecurity as their top priority.
source: delaware 2025

91% Companies will have adopted a hybrid cloud approach by 2027, increasing the need for data synchronization between cloud environments to meet the requirements of GenAI applications.
source: Gartner 2025

X2 The number of SD-WAN sites in Western Europe compared to 2024, aiming to reach 2 million by 2029.
source: Analysys Mason SD-WAN and SASE: worldwide forecast 2024–2029

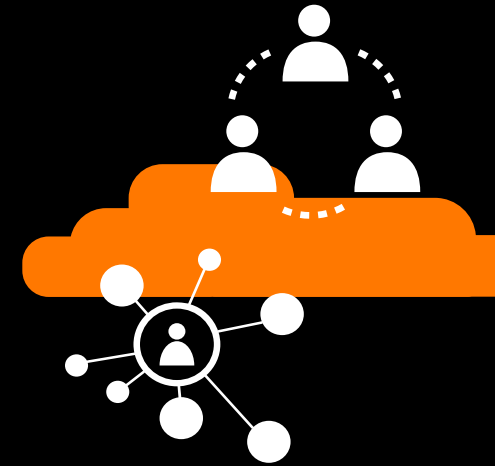
Since 1994, Cisco and Orange Business made a bold bet: to build a strategic partnership around an emerging technology, IP networking. Through the development of solutions for cloud, connectivity, and cybersecurity, this alliance has become a cornerstone of the digital transformation of businesses in an increasingly connected world.

Many companies have used, or are using, Cisco-Orange solutions with genuine satisfaction.

70% Surveyed companies are already using Cisco-Orange solutions to modernize their infrastructures
source: InfoPro Digital Survey november 2024

95% Users praise the ease of deployment and use of Cisco-Orange tools
source: InfoPro Digital nSurvey november 2024

91% Respondents believe that these solutions enable them to achieve their network security objectives
source: InfoPro Digital nSurvey november 2024



This white paper explores how these joint solutions enable businesses to envision a connected, high-performing, and secure future, supported by two key market players. This is based on the findings of the InfoPro Digital study conducted with **106 CIOs, IT decision-makers, and executives from companies** with over 250 employees, from October 29 to November 15, 2024.

Customer expectations and perceptions regarding Cisco&Orange Solutions

Highly satisfied users with Cisco-Orange solutions...

The InfoPro Digital study, conducted in November 2024 with 106 CIOs, IT decision-makers, and executives from companies with over 250 employees, highlights customer satisfaction with Cisco-Orange solutions. :

The most adopted solutions are:

- ▶ Security (58 %)
- ▶ Cloud and platforms (54 %)
- ▶ Services Meraki/FSO/...(49 %)
- ▶ Voice/collaboration (42 %)

8,2/10

is the overall rating of the Cisco-Orange collaboration by the surveyed companies. They highlight the reliability and performance of these offerings, which have become essential in their digital ecosystem.

The adoption of these solutions is part of a sustainable trend, with 43% of companies reporting usage for over 5 years, a figure that rises to 55% among companies with more than 1,000 employees. This statistic underscores both the trust placed in Cisco-Orange technologies and their ability to adapt to the evolving needs of businesses.

And perceived benefits are undeniable:

91%

companies believe these tools have significantly improved security and Pproductivity of their infrastructures

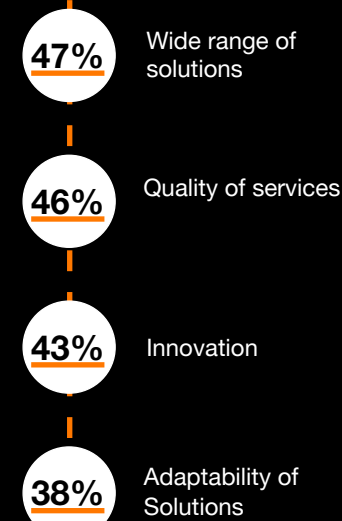
91%

noticed an increase in team productivity

62%

believe these solutions have improved IoT device security

Why do companies trust Cisco & Orange solutions?



By investing in these tools, clients report benefiting from a sustainable and scalable infrastructure, ready to meet the challenges of tomorrow.

... with strong expectations for enhanced security and support.

Companies express a need for more personalized services (46%), specific training on deployed solutions (45%), better communication about new technologies (45%), and greater flexibility in commitments and contracts (42%).

To be more agile and keep up with market trends driven by vendors and manufacturers, companies prefer a cloud and application-based approach for their network, security, and collaboration solutions. The success of transitioning from a hardware model to a software model requires specific actions for employees:

- ▶ 44 % Staff training
- ▶ 41 % Assessment of cybersecurity needs for new solutions
- ▶ 38 % Updating IT infrastructure to support new solutions

Security, Cloud, and IP Solutions meet business expectations

The Cisco-Orange partnership addresses three fundamental challenges for companies: modernization of IP telephony, securing critical infrastructures, and deploying effective cloud solutions.

IP telephony is essential for organizations seeking to gain agility.

52% of respondents trust or would trust Cisco-Orange for the adoption of IP telephony (VoIP).

A medium-sized community has thus been able to modernize its systems thanks to integrated solutions, including collaborative tools such as softphones and unified telephony. This deployment has not only facilitated the development of remote work for its agents but has also significantly reduced its operational costs while enhancing the quality of public services offered.

In cybersecurity, Cisco-Orange solutions offer advanced protection to their clients.

52% of respondents trust or would trust Cisco-Orange for strengthening cybersecurity (firewalls, intrusion detection).

The **SAMSIC** group, a major player in Human Resources in Europe, states that robust firewalls and Zero Trust technologies deployed enable it to protect its infrastructures while facilitating international growth. The teams at Orange Cyberdefense provide valuable responsiveness and expertise, recognized by clients.

Cloud is also a major lever for companies seeking to strengthen their resilience and optimize their costs.

48% of respondents trust or would trust Cisco-Orange for optimizing the costs of their cloud infrastructure.

A technology SME has thus leveraged the solutions offered by Cisco to stabilize its network environment and integrate cloud services tailored to its growing needs. This integration, carried out by Orange, has strengthened internal synergies while preparing the company for its future digital challenges.

These examples show how the Cisco-Orange partnership has developed over 30 years to become the trusted partner for businesses, offering reliable and innovative solutions tailored to their strategic needs.

400 000

Deployed Cisco routers

250 000

Deployed Webex licenses

170 000

Users of unified communications solutions

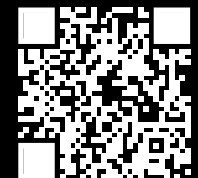
We **protect the investments of our clients** in their digital infrastructures through continuous innovation across six areas:



8,3/10

is the satisfaction level of the surveyed companies **for Orange Business cloud solutions with Cisco technologies.**

Client Testimonials
of the Cisco-Orange Business Partnership



Focus on 5 challenges for CIOs to prepare for the IT future with confidence.

Future intelligent networks will address critical business challenges. Here are five key issues for these networks.

1 Maximum cybersecurity and enhanced network protection

With the evolution of cyber threats, the Zero Trust model has become essential as it offers enhanced protection. Cisco-Orange provides a comprehensive security architecture covering all client network hardware and functionalities. Available security solutions enable continuous authentication, authorization, and inspection, such as SASE (Secure Access Service Edge) and ThousandEyes Digital Experience Assurance, which detects and resolves issues to optimize the experience of each connected user using AI.

For enhanced security, it is possible to opt for Cisco's new HyperShield security architecture. Designed with AI from the outset, it pushes the boundaries of protection through a system that adapts and finds the right level of control. These tools are complemented by Cisco's Meraki offering, which provides secure cloud-based network management, meeting the growing demands for agility.

41%

of surveyed companies expect advanced threat detection in cybersecurity regarding AI.

2 Optimized infrastructure for Successful AI Integration

The introduction of AI in productivity tools requires infrastructures ready for Large Language Models (LLM).

Orange has developed a digital portal for programmable connectivity and security services, supported by a technological partner ecosystem including Cisco and a cloud infrastructure leveraging the unique performance of the Orange network (Evolution Platform). This allows Cisco and Orange to provide networks capable of managing ultra-low transit times (<5 ms), essential for real-time AI applications. These solutions also integrate on-demand software environments and Full Stack Observability (FSO) tools, enhancing operational efficiency.

3 More environmentally responsible usage

Today, sustainability is at the core of many companies' requirements. Cisco and Orange offer natively eco-designed solutions, combining the collection of end-of-life equipment, energy efficiency of hardware, and real-time consumption monitoring. These approaches support companies' sustainability goals while aligning with Orange's overall strategy to achieve Net Zero Carbon by 2040. This effort is central to the Cisco-Orange partnership, as 32% of surveyed companies seek greater commitment to more responsible digital practices.

Orange is focused

Reduction of **30%** in Scope 1 and 2 emissions by 2025 and **46%** in Scope 1, 2, and 3 emissions by 2030.

4 Better Control and Optimization of IT Costs and Budgets

IT managers are seeking solutions to optimize their spending while enhancing the value of their infrastructures and equipping employees with the best tools. However, 31% of surveyed companies find Cisco-Orange solutions too expensive. Cisco and Orange understand this challenge and offer greater budget flexibility and streamlined purchasing through tailored "Enterprise Agreements." This results-oriented approach ensures measurable savings.

5 Enhanced customer experience with more personalization and continuous support

Beyond technology, human support is a crucial issue. Cisco and Orange offer personalized solutions, dedicated training, and enhanced technical support to meet the specific needs of each client. This individualized approach promotes optimal technology adoption by teams.

Cisco HyperShield, a native AI security solution to protect you wherever you are. To enable businesses to leverage the power of "hyperscaler" technologies, Cisco HyperShield offers a revolutionary security architecture designed to defend modern AI-focused data centers.

SASE is a new approach to network security that combines network security functions and wide area network (WAN) capabilities into a single cloud service.

30 years of innovation serving businesses, and it continues: the keys to the success of the partnership.

Since its inception in 1995, the Cisco-Orange partnership has delivered groundbreaking technological advancements that have transformed the digital infrastructures of businesses.

Among the foundational milestones, the introduction of Frame Relay in the 1990s enhanced network communications for large organizations. « *We started with a true revolution: the all-IP network. At the time, few players believed in it, but Cisco took the gamble to fully embrace this direction in partnership with Orange. This vision from John Chambers, the iconic leader of Cisco, marked a significant turning point for our companies.* », recalls Thierry Bonhomme, General Director of Orange Business from 2013 to 2018, that this initial success was followed, nearly a decade later, by the adoption of MPLS (Multiprotocol Label Switching), which provided more efficient data flow management and foreshadowed the emergence of SD-WAN services, now essential for global connectivity.

In parallel, the two partners have continuously expanded their joint offering to closely support businesses in meeting their evolving needs, ranging from...

...the modernization of internal networks to the implementation of advanced collaboration solutions. "The second major revolution was SD-WAN. After a period of questioning, Cisco regained leadership with the acquisition of Meraki. This repositioning was crucial for us to reclaim markets together," notes Thierry Bonhomme. These innovations have established a solid technological foundation, enabling our clients to achieve their digital transformation.



What made and still makes a difference in our partnership is direct access to Cisco's R&D roadmaps. We share concrete use cases, and in return, they adapt their innovations to address the real challenges faced by businesses, continues the former CEO.

Thierry Bonhomme,
General Director of Orange Business from 2013 to 2018

Innovating together to create a positive impact: One Box combines SD-WAN and access routing functionalities into a single device.



Meraki,

A comprehensive connectivity solution that simplifies the management of your LAN and WAN from a single interface. With advanced security, visibility, and device management features, Meraki transforms your network infrastructure into a smart, secure, and high-performing ecosystem.

Sustainability MoU (Memorandum of Understanding): an unprecedented agreement to reduce CO2 emissions. In 2024, Cisco and Orange Business signed a unique agreement to accelerate the reduction of greenhouse gas (GHG) emissions generated by their joint activities and support their Net Zero Carbon goals. Under this agreement, Cisco and Orange Business will collaborate on key areas such as:

1. Trajectory of Greenhouse Gas Emissions:

Collaboration to monitor the evolution of their carbon emissions, using shared data to assess the environmental impact of their joint technological solutions.

2. Carbon Impact of Products and Services:

Cisco provides Orange Business with detailed data on the carbon footprint of its products, enabling the latter to assess the overall environmental impact of its offerings and provide these metrics to clients.

3. A Focus on Circular Economy Programs and Methods:

Joint commitment to promote the circular economy by encouraging the purchase of refurbished products and facilitating their recycling, through programs like Cisco Refresh and Cisco Takeback and Reuse.

4. Eco-designed products and solutions of the future

Development of eco-designed products and services, using lifecycle analysis data to achieve the goal of 100% sustainable solutions at Orange Business.



Chuck Robbins, CEO of Cisco, and Aliette Mousnier-Lompré, CEO of Orange Business, sign a sustainability agreement in March 2024.

« *Sustainability is not a new topic for Orange. We have always integrated this dimension into our relationships with Cisco. However, it is clear today that technology alone is not enough. We must also address societal challenges* », remind Thierry Bonhomme.

This exemplary partnership reflects the commitment of both parties to combine technological innovation and social responsibility.

Anticipating the future and creating the conditions for business success through continuous innovation and recognized technological expertise.

85 %

Cisco and Orange Business establish themselves as key partners to support their clients in meeting the challenges of tomorrow. This partnership is viewed positively by the majority of companies using Cisco-Orange solutions (85%), highlighting their openness to technological evolution.

7,8/10

These elements, combined with the reliability of the solutions, the quality of service, and their innovative nature, lead many users to express their willingness to recommend Cisco-Orange solutions. This is reflected in a score of 7.8 out of 10 from the surveyed companies in favor of recommending Cisco-Orange solutions to a colleague or partner.

Major challenges to address

The companies of tomorrow will need to reconcile technological performance and sustainability. By leveraging initiatives like the Sustainability MoU, Cisco and Orange strengthen their joint commitment to eco-design, recycling, and the circular economy, enabling IT departments to make responsible choices without compromising performance.

At the same time, the transition to AI-ready digital infrastructures is imperative. The integration of AI is seen as a key lever by companies, with 35% of respondents wanting AI to be natively integrated into connectivity solutions to automate and optimize network management and enable proactive anomaly detection.

The adoption of AI-based technologies, whether LLMs or intelligent collaborative tools, requires networks capable of handling unprecedented data volumes with low latency. Cisco and Orange, with their joint solutions, have already laid the groundwork for companies looking to fully leverage these advancements.

Finally, to address the constantly evolving cyber threats, the two partners offer secure and robust solutions. The integration of Zero Trust architectures and proactive detection tools in SASE offerings allows for monitoring, preventing, and neutralizing attacks before they impact critical infrastructures. These technologies ensure optimal resilience and security tailored to the specific needs of each organization.



Looking towards the future

Cisco and Orange continue to push the boundaries of innovation with ongoing projects aimed at exploring advanced 5G connectivity, quantum security, and AI-enhanced collaborative tools. Companies are encouraged to collaborate closely to discover these future solutions and benefit from enhanced support in their digital and environmental transformation.

Together, Cisco and Orange Business are paving the way for a resilient and responsible digital future, where connectivity, cybersecurity, and cloud become strategic levers for businesses. In this era of digital transformation and disruptive AI, their 30-year partnership proves essential for combining performance and security, providing IT departments with innovative solutions to anticipate future challenges.

A unique customer experience

By placing the customer experience at the heart of their approach, Cisco and Orange focus on tailored collaborations, where the specific needs of organizations are translated into concrete solutions.

This proactive approach ensures a smooth adoption of innovations as well as an effective response to emerging challenges.

A custom-built router designed to equip Enedis transformers in France.





Business

Orange Business, the Orange entity dedicated to enterprises, is a leading network and digital integrator. Leveraging its expertise in next-generation connectivity, cloud, and cybersecurity, along with its service platforms and partner ecosystem, Orange Business provides trusted digital solutions to companies worldwide.

With 30,000 employees across 65 countries, Orange Business orchestrates end-to-end transformation for businesses, focusing its value proposition on secure digital infrastructures, customer experience, employee experience, and operational experience. Over 2 million professionals, businesses, and public entities in France, along with 3,000 multinationals, trust Orange Business.

Orange is one of the world's leading telecommunications operators, with a revenue of €43.5 billion in 2022 and 296 million customers as of September 30, 2023. With the Evolution Platform, Orange combines the expertise of its supplier ecosystem with the power of its network through native integration of partner solutions, enabling users to benefit from the latest updates as well as improved network performance and security.



Cyberdefense

Orange Cyberdefense is the operational entity specializing in cybersecurity within the Orange group. As a European leader in security services, we strive to build a safer digital society.

Focusing on threat research and intelligence, we provide unparalleled access to a wealth of information regarding current and emerging threats. With over 25 years of experience in information security, Orange Cyberdefense employs more than 250 researchers and analysts, operates 17 Security Operations Centers (SOCs), 11 CyberSOCs, and 4 Computer Emergency Response Teams (CERTs) worldwide.

Our services and support offerings are available in 160 countries. We take pride in providing comprehensive protection while ensuring local expertise and supporting our clients throughout the threat lifecycle.



Partner

For 40 years, Cisco, a global leader in technologies that power the Internet, has been recognized as a key player in network and security solutions. We enable our clients to converge and manage their critical data, voice, video, and applications on a single, secure infrastructure.

Our solutions, proven by large organizations and optimized for businesses of all sizes, incorporate innovative technologies, including AI-based networks and cybersecurity systems. They ensure performance, protection, and reliability for your equipment.

By reimagining your applications, transforming your infrastructure, securing your operations, and empowering your teams, Cisco inspires new possibilities for a global, inclusive, and connected future.